

User Guide

Dual Fuel
Pay As You Go



utilita 
life with power





➤ Welcome to Smart Pay As You Go

When you can see what you're spending, you're in control. With our free smart meters and In-Home Display, you'll see exactly how much you're spending on your gas and electricity, and when.

Topping-up your gas and electricity couldn't be easier, with quick and convenient payment options online, on our app, via SMS, or at any PayPoint outlet with cash or card. You can top-up however and whenever you want – it's your choice.



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Smart Meter System



In-Home Display

The In-Home Display communicates with your gas and electricity meters to tell you exactly what's going on. It will usually be placed somewhere in your home with strong signal by your smart meter engineer.

Electricity and Gas Meters

Your meters record how much energy you are using. They can be found in a number of locations including a cupboard or hallway (or outside!). It is a good idea to familiarise yourself with the location of your meters in case you need to access the keypads during a loss of supply.

In-Home Display



Time

Signal

Electricity

View your balance and days left

Tariff

View your tariff and rates
for electricity and gas

Message Inbox

All read and unread
messages that we send
to you are stored here

Message Notification

Gas
View your balance and days left

Account

Enter manual top-up,
view previous top-ups and
activate Emergency Credit

Settings

Make simple changes to the
In-Home Display settings, this also
includes budgeting features

Dual Fuel Balance

View your balance and days left

History

Display a range of graphs showing
you how much gas and electricity
you are using and when, over the
last hour, day, week or months



TIP

In the event of **loss of power**, the In-Home
Display can take two AAA batteries. It is advised
you do not leave batteries in the In-Home Display
all the time as they will slowly drain, instead keep
them to hand should you experience loss of power.

Your usage

Days left

This is approximately how many days your supply will last based on your current rate of usage.

Note: when your meters are first installed, this feature will take about a week to calculate correctly.

Current mode

- P** = Pay As You Go mode
- E** = Emergency Credit mode
- F** = Friendly Credit mode
- C** = Credit mode

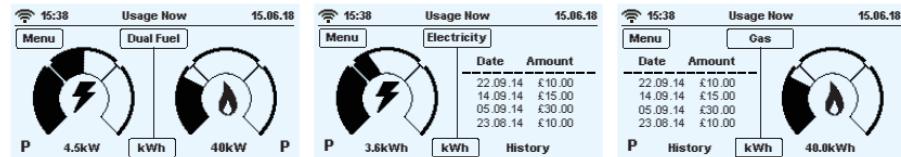
Note: when viewing the 'Usage' screens, the LED light will only relate to your rate of usage:

- Green** = low rate of usage
- Orange** = medium rate of usage
- Red** = high rate of usage



Fuel Type

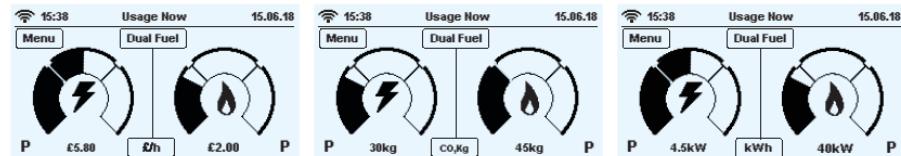
Press the 'Dual Fuel' button to scroll between, dual fuel, electricity only and gas only screens. These alternative screens will include a summary of your previous top-ups.



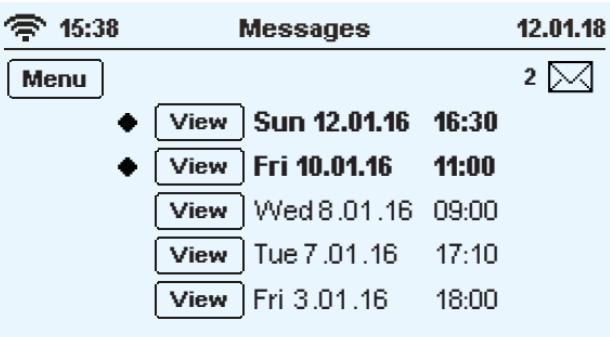
Usage Rate Dials

Pressing the 'A/C' button will show your current rate of usage p/hour. You can choose to view this in kWh, £/h or CO2Kg.

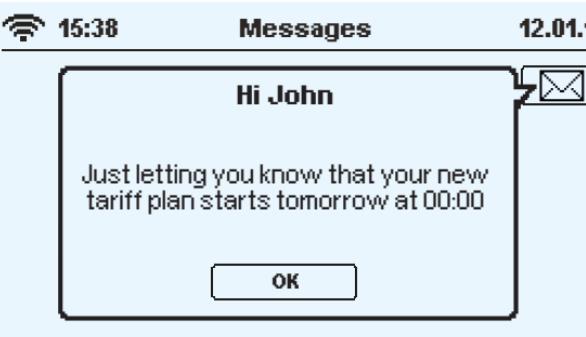
Keeping an eye on this gives you a good idea of which appliances cost more to run.



Messages

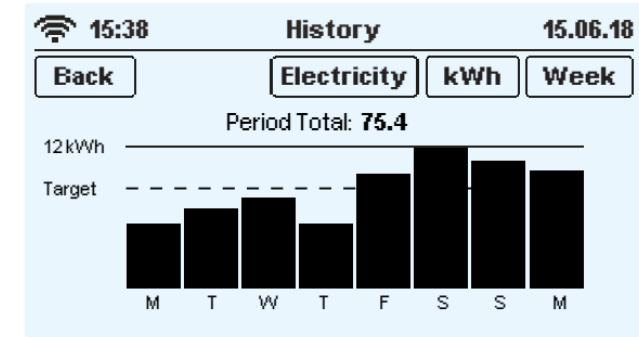


The Message feature is on your In-Home Display so we can send you updates and notifications. Any price change or alteration to your tariff or meter will be sent to your inbox and the message will flash up for you to acknowledge.



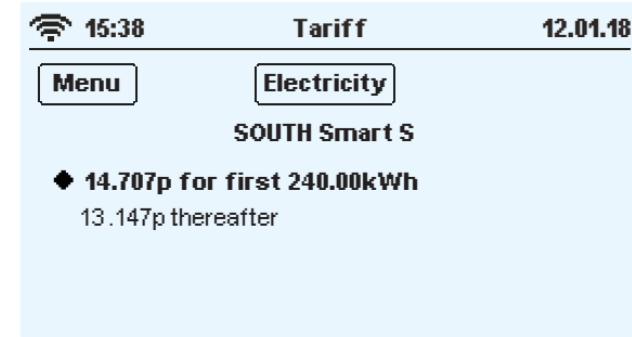
Important notifications will pop-up as shown above. In order to close important messages you need to press 'OK' to acknowledge that you have read it.

History



Clicking on the 'History' button will display a range of graphs showing you how much gas and electricity you have used and when, over the last day, week or month. Click on the 'kWh', '£/h' or 'CO2Kg' buttons to scroll through the different combinations of information.

Tariff



To view your tariff name and rates, press the 'Tariff' button on the 'Main Menu' screen. Then press the 'Electricity' button and the gas tariff screen will be displayed. Press the gas button again and you will return to the electricity tariff screen.

Settings

The 'Settings' button will enable you to make simple changes to the In-Home Display settings, this includes credit and energy budgeting features.

Targets

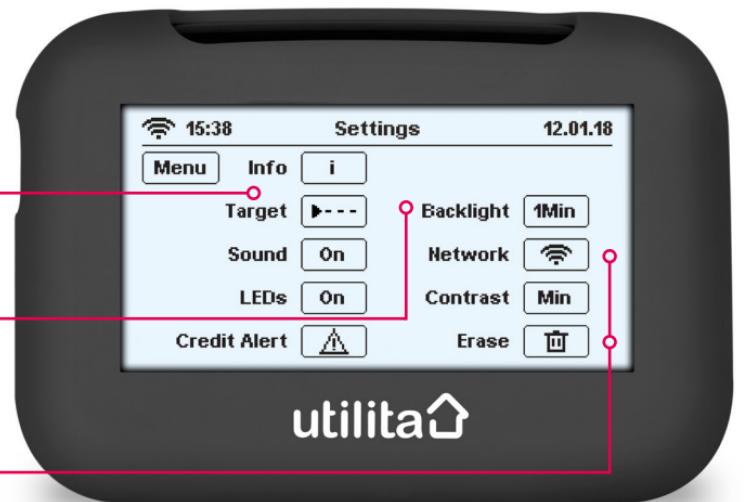
Set targets for your usage

Backlight

Change settings for backlight of your In-Home Display

Network and Erase

Smart meter engineer access only



Targets

Please set your daily targets

| | | |
|-----------|--------------|----------------|
| | £3.00 | Per day |
| | £5.00 | Per day |
| OK | | |

Choose a cost or eco target by pressing the '£/h' button. Enter the limit you want to spend in a day, then press 'OK'. If you get close to exceeding this amount during the course of one day, an alert is displayed to let you know.

Account

Type in your vend code. Press 'delete' to correct. Press 'Enter' to send.

E-Credit

If you top-up and the money does not credit your meter automatically, you will need to do a manual top-up by entering the 20, 40 or 60 digit Top-up Code here – this code will be on your receipt. It is important to keep your receipts in the event your top-up is not successful.

Emergency Credit

When you've accepted the 'Low Credit Alert' by pressing 'E-Credit' on your In-Home Display, you will have access to £15 'Emergency Credit' when your balance reaches £0. Your credit will then be displayed as a negative balance and run down to -£15.

If you top-up whilst in Emergency Credit, don't forget to:

- ✓ Fully repay the credit that you've used
- ✓ In addition to the Emergency Credit, you must also ensure the meter is topped-up by at least £1 to avoid loss of supply

For example, if you've used £3 of Emergency Credit, then you'll need to top-up at least £4.



FAQs

What happens if my Emergency Credit runs out?

If your Emergency Credit runs out during the week after 2pm*, your supplies will NOT go off until 10am* the following day. This will give you enough time to top-up your gas and electricity.

If your Emergency Credit runs out after 2pm* on a Friday, your supplies will NOT go off until 10am* the following Monday (or the day after, if it's a bank holiday). This extra emergency supply is called 'Friendly Credit'.

*This may be subject to change

When is Emergency Credit available?

| | Emergency Credit | Friendly Credit |
|-------------------------------|------------------|-----------------|
| Mon-Fri 10am* - 2pm* | Yes | No |
| Mon-Fri 2pm* - 10am* | Yes | Yes |
| Sat, Sun and Bank Holidays | Yes | Yes |



TIP If you have lost power, you must repay all Emergency and Friendly Credit **plus at least £1.00 of positive credit**, in order to restore your power.

Friendly Credit

Our Friendly Credit feature means you never lose supply during evenings, weekends or bank holidays – even if your Emergency Credit runs out, or has not been activated. Your smart meters automatically enter Friendly Credit mode everyday from 2pm* until 10am* the next working day – giving you plenty of time to top-up your supply.

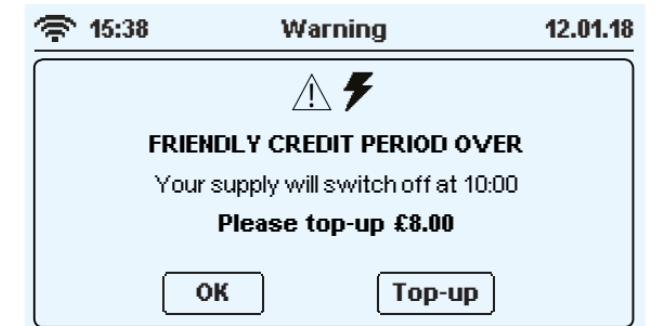
Any extra credit used beyond the £15 Emergency Credit is called 'Friendly Credit'.

*This may be subject to change



FAQs

What happens when Friendly Credit hours are over?



If you have not topped-up over the weekend or evening, your In-Home Display will show an alert to let you know that your supply is due to go off shortly. To clear the alert press 'OK'.

When is Friendly Credit available?

| | Emergency Credit | Friendly Credit |
|-------------------------------|------------------|-----------------|
| Mon-Fri 10am* - 2pm* | Yes | No |
| Mon-Fri 2pm* - 10am* | Yes | Yes |
| Sat, Sun and Bank Holidays | Yes | Yes |



TIP

If you have lost power, you must repay all Emergency and Friendly Credit **plus at least £1.00 of positive credit**, in order to restore your power.

How to top-up

Along with your meters you will also be issued with your own gas and electricity top-up cards, enabling you to top-up your meters as and when you need. Our smart meter engineer will ensure your meter is installed with positive credit, however you should top-up very soon before that credit runs out.

How much can I top-up?

| | Minimum top-up | Maximum top-up |
|-----------------|----------------|----------------|
| PayPoint outlet | £2 | £45 |
| Online & App | £2 | £175 |
| SMS | £10 | £175 |
| Phone | £5 | £50 |

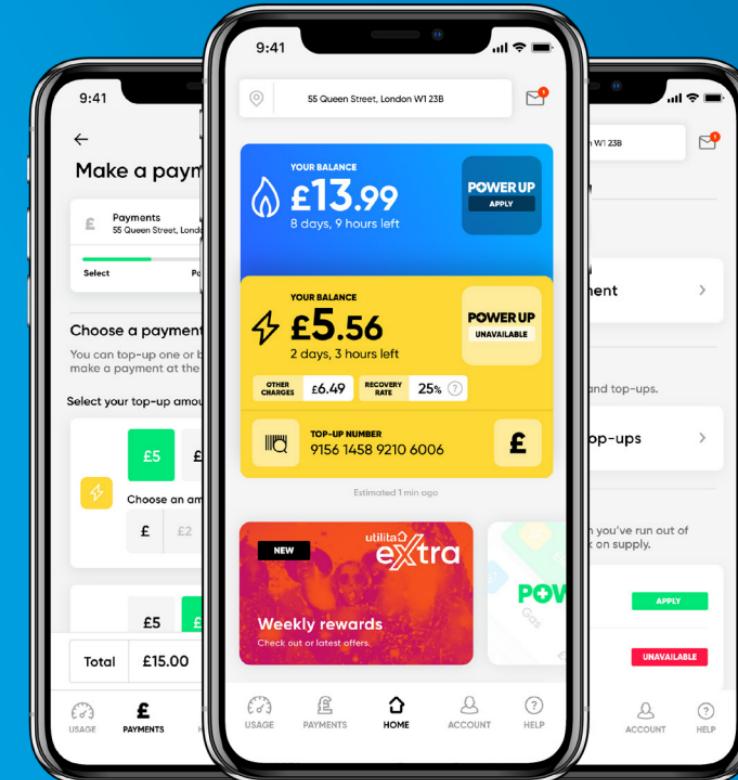
-  My Utilita
-  Online
-  SMS
-  Phone
-  PayPoint

My Utilita

From the comfort of your home, on the bus, in the park, wherever you like – you can top-up in a couple of clicks and the payment will automatically credit your meters. Our app is free and available to download on iOS and Android devices.

Benefits

- ✓ Top-up your meters on the go
- ✓ Manage and track your usage
- ✓ Apply for a POWER UP
- ✓ Weekly rewards with Utilita Extra
- ✓ and much more!



Online

1. Go to www.utilita.co.uk/top-up
2. Select the supply you wish to top-up
3. Click on the top-up card that looks like yours
4. Enter your top-up card number
5. Enter the amount you wish to top-up
6. Enter your payment card details
7. Your payment will then be sent automatically to your meter and a receipt will be sent to you via email or text message, however you prefer.

To check that your money has been credited to your gas and/or electricity meter, check your In-Home Display default screen, or press the 'Electricity' or 'Gas' button on the 'Main Menu' screen.

A receipt will be sent via email and/or SMS containing a unique Top-up Code. This can be used to manually enter your top-up in your In-Home Display should the automatic top-up fail.

PayPoint

1. Take your gas and/or electricity top-up card to any PayPoint outlet.
2. The retailer will process your payment and your top-up will be sent to your meters automatically.
3. You will be issued a receipt with a unique 20, 40 or 60 digit Top-up Code for each top-up. This Top-up Code can be used to manually enter your top-up in your In-Home Display in the event that the automatic process fails.
4. Your supply should be credited automatically, however it can take up to 45 minutes to show on the In-Home Display.
5. Your gas and/or electricity should now be topped-up, you can check this has been successful via the In-Home Display.

Phone

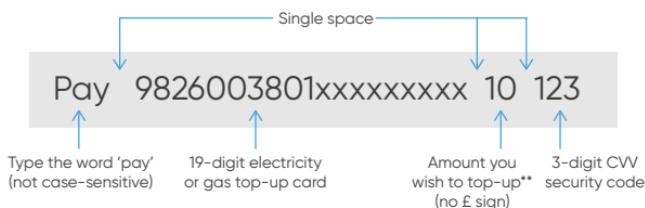
To top-up by phone call our Automated Top-up Line on **03452 068 333**

Before you phone, please ensure you have your unique top-up card number/s to hand (these are 19 digits long and can be found on the front or back of your top-up card/s). You will also need your payment card details. An option is given to send a SMS receipt.

SMS

1. If you haven't already, please register to use our SMS top-up service.
2. Once you have registered your account details, you will be able to top-up by sending a text message.
3. Simply text Pay followed by your top-up card number, the amount you would like to top-up, 3-digit card security code and send it to **01803 500 051**

Example of a £10 top-up



Restoring your supply

Your supply will only turn off outside of our Friendly Credit hours* if all of your Emergency Credit has been used or you have not activated it before your balance reaches £0.

To restore supply, you must go to the meter of the affected supply.**



*Your supplies can only ever disconnect between the hours of 10am - 2pm (Mon-Fri, excluding bank holidays)

**Before restoring your gas supply, ensure all gas appliances are turned off

To restore supply, first top-up back in to positive credit by at least £1:

- 1 Press the blue 'A' button.
- 2 The meter will display: 'PRESS A CONNECT'
- 3 Press the blue 'A' button.
- 4 The meter will display: 'PRESS B CONFIRM'
- 5 Press the red 'B' button.
- 6 Your supply will be restored.

To restore supply if Emergency Credit is still available:

- 1 Press '7' - The meter will display: 'E-CREDIT AVAILABLE - PRESS A ACCEPT'
- 2 Press the blue 'A' button.
- 3 The meter will display: 'PRESS A CONNECT'
- 4 Press the blue 'A' button.
- 5 The meter will display: 'PRESS B CONFIRM'
- 6 Press the red 'B' button.

Keypad functions

Electricity Meter

By pressing the buttons on the electricity meter you can obtain all sorts of useful information about your electricity usage. Repeated pressing of each button gives many levels of detailed information.



Press Daily Energy Cost 1

- x1 Cost of energy used so far today
- x2 Cost of energy used yesterday

Press Weekly Energy Cost 2

- x1 Cost of energy used so far this week
- x2 Cost of energy used last week

Press Monthly Energy Cost 3

- x1 Cost of energy used so far this month
- x2 Cost of energy used last month

Press Monthly kWh 4

- x1 kWh usage last month
- ... Continue pressing up to 12 months

Press Tariff Data 6

- x1 Tariff
- x2 Standing Charge
- x3 Tariff Rate 1
- x4 Tariff Rate 2

Press Emergency Credit/Debt 7

- x1 Emergency Credit status
- x2 Amount to repay

Press Friendly Credit Status 8

- x1 Friendly Credit status

Press Import/Export Data 9

- x1 Import kWh (meter read)
- x2 Export kWh
- x3 Import KVARH
- x4 Export KVARH

Press Misc Data 0

- x1 Display check
- x2 Date
- x3 Time
- x4 Load
- x5 CO₂ data

Keypad Functions

Gas Meter

By pressing the buttons on the gas meter you can obtain all sorts of useful information about your gas usage. Repeated pressing of each button gives many levels of detailed information.



Press Daily Energy Cost 1

- x1 Cost of energy used so far today
- x2 Cost of energy used yesterday

Press Weekly Energy Cost 2

- x1 Cost of energy used so far this week
- x2 Cost of energy used last week

Press Monthly Energy Cost 3

- x1 Cost of energy used so far this month
- x2 Cost of energy used last month

Press Monthly kWh 4

- x1 kWh usage last month
- ... Continue pressing up to 12 months

Press Tariff Data 6

- x1 Tariff
- x2 Standing Charge
- x3 Tariff Rate 1
- x4 Tariff Rate 2

Press Emergency Credit/Debt 7

- x1 Emergency Credit status
- x2 Amount to repay

Press Friendly Credit Status 8

- x1 Friendly Credit status

Press Import/Export Data 9

- x1 Gas volume
- x2 Import kWh (meter read)

Press Misc Data 0

- x1 Display check
- x2 Date
- x3 Time
- x4 Load
- x5 CO₂ data

Your top-up cards

We advise you write down your **unique 19 digit gas and electricity** top-up card numbers here, in the event your cards are lost. These numbers are printed along the front of your blue top-up cards and can be used to top-up online, over the phone, via text message, as well as any PayPoint outlet:

Electricity Card Number

Gas Card Number

Generate your own top-up e-cards

In the event you lose your top-up cards, you can also generate a free, digital version which can be scanned at any PayPoint outlet and is unique to your meter – it's quick, easy and free!

To generate your e-card, visit www.utilita.co.uk/e-card or download the **My Utilita** app.

Help centre
utilita.co.uk/help

Customer care
03303 337 442

8:00am - 8:00pm Mon - Fri
8:00am - 5:00pm Sat

Lost supply
03452 068 999

8:00am - 10:00pm everyday



Electrical emergency or power cut?
Call 105 (24 hours a day)



Smell gas or suspect a gas leak?
Call 0800 111 999 (immediately)